Registered Post and applications received upto the last date would be treated at par and the waiting list numbers of the applications would be decided by draw of lots. Gas connections will be released according to the seniority list thus prepared.

(e) No, Sir. The present procedure being followed by the Corporation does not represent any departure from the previous practice followed by the industry in drawing up waiting lists in virgin markets.

(f) By the end of this month.

**Hardship to pensioners at Bhiwani Post office**

2182. SHRI SUSHIL CHAND MOHUNTA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the pensioners belonging to P&T Department and family pensioners of the deceased P&T employees drawing pension from Bhiwani Post Office (Haryana) are not being paid the increased grade relief due from January, 1985 onwards;

(b) if so, what are the reasons therefor; and

(c) what action Government propose to take against the officers responsible for this, due to which the pensioners/family pensioners are facing hardship?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes, Sir.

(b) and (c) The Department of Pension and Pensioners Welfare issued orders in this connection in the middle of July, 1985. The orders have been communicated to all Postmaster-Generals on 2-8-1985. Postmaster-General Ambala has directed to arrange to make payment at once. There is no delay in payment of relief by the Bhiwani Post Office.

**Separate Telephone Corporations**

2183. SHRI DHULESHWAR MEENA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the Members of the Telecommunication Board, including the Chairman, who were on the interministerial Committee constituted to study in-depth the concept of the proposed separate Telephone Corporations to manage telephones in Bombay and Delhi are opposed to the idea of separate phone Corporations for each of these two metropolitan cities:

(b) whether Government have examined the merits and demerits of having one or separate corporations from the point of performance of the system in these two cities, if so the outcome thereof: and

(c) how long it is likely to take to make a start with the proposed Telephone Corporation systems in these two metropolitan cities?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) to (c) The inter-Ministerial Committee has submitted its report. The Government is examining it. No decision has as yet been taken on the proposal for setting up a corporate body to develop and operate telephone services in Bombay and Delhi.

**Efficient working of telephone system**

2184. SHRI DHULESHWAR MEENA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether since the setting up of the Area Managers' institution in the Delhi Telephone District, any assessment of the working of the telephone system under their charge, prompt redressal of the subsribers' complaints and the letters received from them pointing out laxity on the part

of the local telephone exchange authorities and other cognate matter being replies to quickly, has been made; if so, to what extent;

(b) whether it has become the established practice with some of the Area Managers' Offices particularly with the AM(S) not to reply to even registered communications addressed to them by subscribers and whether the Divisional Engineers under him also followed the same; and

(c) if so, what action Government propose to take to make this institution more service-oriented?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) No such formal assessment has been made about the working of the Area Managers. However, Deputy General Manager (Public Relations) has been asked to monitor the functioning of various public grievance cells of Area Managers offices with a view to further improve their functioning.

(b) No, Sir.

(c) Does not arise in view of the above. However, in addition to the Public Grievance Cells and Customer Service Centres already functioning at the office of the Area Manager, public counters have been shifted on ground floors in South area so that the complaints are attended at a single point there itself.

**Defective functioning of telephones in U.P.**

2185. DR. MOHD. HASHIM KIDWAI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether Government are aware of the defective functioning of telephones in a large number of places in Uttar Pradesh;

(b) whether the telephone exchanges in that State maintain any daily record to the defective functioning of telephones;

(c) if so, what is the number of such complaints during each of the last two years; and

(d) if the answer to (b) above be in the negative, whether Government will issue instructions to Telephone exchanges to maintain such records?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI RAM NIWAS MIRDHA): (a) Yes Sir; Functioning of telephones in Uttar Pradesh is monitored daily, weekly and monthly basis at different levels of the department.

(b) Yes, Sir. For large telephone systems, standard complaints dockets for each complaint is prepared and for smaller exchanges complaints are recorded in registers.

(c) The total number of complaints received during the last two years i.e. 1983-84 and 1984-85 are 6.75 and 7.01 lakhs respectively which means 1.7 and 1.6 complaints per 100 telephones per day are booked.

(d) Question does not arise in view of reply as at (c) above.

**Effect of import policy on indigenous machine building industry**

2186. SHRI KRISHNA KUMAR BIRLA: Will the Minister of INDUSTRY AND COMPANY AFFAIRS be pleased to state:

(a) whether Government have made any exercise to know how far the new import policy with regard to high-technology machinery under OGL on a large scale will affect the growth of the indigenous machine building industry and discourage the prospective entrepreneurs against modernisation; and

(b) if so, what are the details thereof and the steps contemplated by the Government in this regard?